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**COMMUNICATIONS  
GENERAL CORRESPONDENCE****TORONTO PUBLIC LIBRARY BOARD MEETING – December 6,  
2021**

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It is recommended that the Toronto Public Library Board:

1. receives Communication (a) from the City Clerk regarding City Council's adoption of the report [Reviewing City of Toronto Policies Governing the Use of Libraries and City Facilities by Individuals and Groups Promoting Intolerance or Discrimination](#) at its meeting on October 1 and 4, requesting the Toronto Public Library Board to request the City Librarian to report by the second quarter 2022 to the Two-Spirit, Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee on the alignment of TPL's room booking policies, procedures, guidelines, terms/conditions and complaints processes with the City's Anti-Harassment/Discrimination and Hate Activity policies and other relevant corporate policies.

The City Librarian will report by the second quarter 2022 to the Two-Spirit, Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee on the alignment of TPL's room booking policies, procedures, guidelines, terms/conditions and complaints processes with the City's Anti-Harassment/Discrimination and Hate Activity policies and other relevant corporate policies.

**Background:**

At its meeting of October 29, 2019, City Council requested the City Manager to review the City of Toronto policies governing the use of Libraries and City facilities by individuals and groups promoting intolerance or discrimination and to report

directly to City Council in the first quarter of 2020.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.MM11.14>

At its meeting of March 10, 2021, City Council considered the Report from the City Manager on Reviewing City of Toronto Policies Governing the Use of Libraries and City Facilities by Individuals and Groups Promoting Intolerance or Discrimination: (<http://www.toronto.ca/legdocs/mmis/2021/cc/bgrd/backgroundfile-164696.pdf>)

Attachment 1 - Toronto Public Library Response to MM11.14 - Reviewing City of Toronto Policies Governing the Use of Libraries and City Facilities (<http://www.toronto.ca/legdocs/mmis/2021/cc/bgrd/backgroundfile-164697.pdf>)

Attachment 2 - Vision Statement on Access, Equity and Diversity (<http://www.toronto.ca/legdocs/mmis/2021/cc/bgrd/backgroundfile-164698.pdf>)

Attachment 3 - Declaration of Compliance with Anti-Harassment/Discrimination Legislation and City Policy (<http://www.toronto.ca/legdocs/mmis/2021/cc/bgrd/backgroundfile-164699.pdf>)report.

At its meeting of March 10, 2021, City Council referred this report to the June 22, 2021 meeting of the Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit Advisory Committee for consideration.

At its meeting of June 22, 2021, the Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit Advisory Committee considered the Report from the City Manager on Reviewing City of Toronto Policies Governing the Use of Libraries and City Facilities by Individuals and Groups Promoting Intolerance or Discrimination, and recommended amendments to City Council which were adopted by City Council at its meeting on October 1, 2021:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2021.EX26.14>

TORONTO PUBLIC LIBRARY  
City Clerk's Office**Secretariat**  
Marilyn Toft  
Council Secretariat Support  
City Hall, 12<sup>th</sup> Floor, West  
100 Queen Street West  
Toronto, Ontario M5H 2N2Tel: 416-392-7032  
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NOV - 22 2021

**In reply please quote:  
Ref.: 21-EX26.14**

RECEIVED

October 22, 2021

Ms. Vickery Bowles, City Librarian  
Toronto Public Library  
789 Yonge Street  
Toronto, Ontario M4W 2G8

Dear Ms. Bowles:

**Subject: Executive Committee Item 26.14  
Reviewing City of Toronto Policies Governing the Use of Libraries and City  
Facilities by Individuals and Groups Promoting Intolerance or  
Discrimination (Ward All)**

City Council on October 1 and 4, 2021 adopted this item, and in so doing has:

1. Requested all City Agencies and Corporations that oversee the use of spaces or facilities that are made available to the public to align their facility booking policies, procedures, guidelines, terms/conditions and complaints processes with the City's Human Rights and Anti-Harassment/Discrimination and Hate Activity Policies ("Human Rights Policies") and other relevant corporate policies of the City and of their Board, as appropriate.
2. Requested the Toronto Public Library Board to request the City Librarian, Toronto Public Library to consult with the Two-Spirit, Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee as necessary, through the implementation process and to report their progress on implementing Part 1 above to the Two-Spirit, Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee by the second quarter of 2022.

Yours truly,



for City Clerk

M. Toft/wg

Attachment

Sent to: Agencies and Corporations

c. City Manager



## Executive Committee

EX26.14		Adopted		Ward: All
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### Reviewing City of Toronto Policies Governing the Use of Libraries and City Facilities by Individuals and Groups Promoting Intolerance or Discrimination

#### City Council Decision

City Council on October 1 and 4, 2021, adopted the following:

1. City Council direct the General Manager, Parks, Forestry and Recreation, the General Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions, to review facility booking policies, procedures, guidelines, terms/conditions and complaints processes to ensure compliance with the City's standardized approach set out in the Section of the report (March 3, 2021) from the City Manager and the Chief People Officer titled "Supporting Policy, Application and Process Alignment across Divisions" that is aligned with the City of Toronto's Vision Statement on Access, Equity, and Inclusion, the Corporate Facilities Display and Fundraising Policy, as well as Human Rights and Anti-Harassment/Discrimination and Hate Activity Policies ("Human Rights Policies") and other relevant corporate policies.
2. City Council direct the General Manager, Parks, Forestry and Recreation, the General Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions, in consultation with the City Solicitor, to track and monitor divisional complaints and resulting enforcement actions as well as instances of alleged hate activity or discrimination that result in permits being denied or revoked.
3. City Council direct the General Manager, Parks, Forestry and Recreation, the General Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions to develop processes to strengthen the administration and application of room/facilities booking policies and procedures to ensure adherences to City of Toronto Human Rights Policies and Procedures; such procedures should include staff training and increased communications and awareness, to the public, of existing policies.
4. City Council direct the Executive Director, Corporate Real Estate Management to work with respective City divisions to review City-owned properties with an equity lens with the aim of promoting Two-Spirit, Lesbian, Gay, Bisexual, Transgender and Queer inclusion.
5. City Council direct the General Manager, Parks, Forestry and Recreation, the General

Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions , to consult with the Two-Spirit, Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee as necessary, through the implementation process and to report their progress on implementing Parts 1 to 4 above to the Two-Spirit, Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee by the second quarter of 2022.

6. City Council request all City Agencies and Corporations that oversee the use of spaces or facilities that are made available to the public to align their facility booking policies, procedures, guidelines, terms/conditions and complaints processes with the City's Human Rights and Anti-Harassment/Discrimination and Hate Activity Policies ("Human Rights Policies") and other relevant corporate policies of the City and of their Board, as appropriate.

7. City Council request the Toronto Public Library Board to request the City Librarian, Toronto Public Library to consult with the Two-Spirit, Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee as necessary, through the implementation process and to report their progress on implementing Part 6 above to the Two-Spirit, Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee by the second quarter of 2022.

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### **Committee Recommendations**

The Executive Committee recommends that:

1. City Council direct the General Manager, Parks, Forestry and Recreation, the General Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions, to review facility booking policies, procedures, guidelines, terms/conditions and complaints processes to ensure compliance with the City's standardized approach set out in the Section of the report (March 3, 2021) from the City Manager and the Chief People Officer titled "Supporting Policy, Application and Process Alignment across Divisions" that is aligned with the City of Toronto's Vision Statement on Access, Equity, and Inclusion, the Corporate Facilities Display and Fundraising Policy, as well as Human Rights and Anti-Harassment/Discrimination and Hate Activity Policies ("Human Rights Policies") and other relevant corporate policies.
2. City Council direct the General Manager, Parks, Forestry and Recreation, the General Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions, in consultation with the City Solicitor, to track and monitor divisional complaints and resulting enforcement actions as well as instances of alleged hate activity or discrimination that result in permits being denied or revoked.
3. City Council direct the General Manager, Parks, Forestry and Recreation, the General Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions to develop processes to strengthen the administration and application of room/facilities booking policies and procedures to ensure adherences to City of Toronto Human Rights Policies and Procedures; such procedures should include staff training and increased communications and awareness, to the public, of existing policies.

4. City Council direct the Executive Director, Corporate Real Estate Management to work with respective City divisions to review City-owned properties with an equity lens with the aim of promoting Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit inclusion.
5. City Council direct the General Manager, Parks, Forestry and Recreation, the General Manager, Economic Development and Culture, the Executive Director, Corporate Real Estate Management, the General Manager, Transportation Services and other impacted divisions , to consult with the Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit (LGBTQ2S+) Advisory Committee as necessary, through the implementation process and to report their progress on implementing Recommendations 1 to 4 above to the Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit Advisory Committee by the second quarter of 2022.
6. City Council request all City Agencies and Corporations that oversee the use of spaces or facilities that are made available to the public to align their facility booking policies, procedures, guidelines, terms/conditions and complaints processes with the City's Human Rights and Anti-Harassment/Discrimination and Hate Activity Policies ("Human Rights Policies") and other relevant corporate policies of the City and of their Board, as appropriate.
7. City Council request the Toronto Public Library Board to request the City Librarian, Toronto Public Library to consult with the Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit (LGBTQ2S+) Advisory Committee as necessary, through the implementation process and to report their progress on implementing Recommendation 6 above to the Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit Advisory Committee by the second quarter of 2022.

### **Origin**

(June 22, 2021) Letter from the Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit Advisory Committee

### **Summary**

The Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit Advisory Committee, at its June 22, 2021 meeting, considered Item CC30.2, deferred by City Council at its March 10, 2021 meeting.

### **Background Information (Committee)**

(June 22, 2021) Letter from the Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit Advisory Committee on Reviewing City of Toronto Policies Governing the Use of Libraries and City Facilities by Individuals and Groups Promoting Intolerance or Discrimination (<http://www.toronto.ca/legdocs/mmis/2021/ex/bgrd/backgroundfile-170677.pdf>)

(March 10, 2021) Decision Letter from City Council on Item CC30.2, Reviewing City of Toronto Policies Governing the Use of Libraries and City Facilities by Individuals and Groups Promoting Intolerance or Discrimination

(<http://www.toronto.ca/legdocs/mmis/2021/ex/bgrd/backgroundfile-170620.pdf>)

(March 3, 2021) Report from the City Manager and the Chief People Officer, People and Equity on Reviewing City of Toronto Policies Governing the Use of Libraries and City Facilities by Individuals and Groups Promoting Intolerance or Discrimination

(<http://www.toronto.ca/legdocs/mmis/2021/ex/bgrd/backgroundfile-170678.pdf>)

Attachment 1 - Toronto Public Library Response to MM11.14 - Reviewing City of Toronto Policies Governing the Use of Libraries and City Facilities

(<http://www.toronto.ca/legdocs/mmis/2021/ex/bgrd/backgroundfile-170679.pdf>)

Attachment 2 - Vision Statement on Access, Equity and Diversity

<http://www.toronto.ca/legdocs/mmis/2021/ex/bqrd/backgroundfile-170680.pdf>

Attachment 3 - Declaration of Compliance with Anti-Harassment/Discrimination Legislation and City Policy

<http://www.toronto.ca/legdocs/mmis/2021/ex/bqrd/backgroundfile-170683.pdf>

Presentation from Acting Manager, Equity Unit, People and Equity on Report to City Council CC30.2

<http://www.toronto.ca/legdocs/mmis/2021/ex/bqrd/backgroundfile-170684.pdf>

**ATTACHMENT 1: Toronto Public Library Response to MM 11.14**

January 6, 2021

Chris Murray  
City Manager  
City of Toronto  
11<sup>th</sup> Floor, East Tower, City Hall  
100 Queen Street West  
Toronto, ON M5H 2N2

Dear Mr. Murray:

*Re: Toronto Public Library Response to [MM11.14 - Reviewing City of Toronto Policies Governing the Use of Libraries and City Facilities](#)*

The Toronto Public Library Board (the "Board") is committed to the principles outlined in the City of Toronto's (the "City") *Vision Statement on Access, Equity & Diversity*, and its *Human Rights and Anti-Harassment/Discrimination Policy*. This commitment is reflected in the Toronto Public Library's ("TPL") Mission and Value statements, and in specific policies, including TPL's *Community and Event Space Rental Policy*, *TPL's Rules of Conduct Policy* and *TPL's Human Rights and Anti-Harassment/Discrimination Policy*, which is modelled on the City's *Human Rights and Anti-Harassment/ Discrimination Policy*. TPL's *Community and Event Space Rental Policy* is also aligned with obligations outlined in the City's *Hate Activity Policy*, TPL's obligations under the [Canadian Charter of Rights and Freedoms](#), and is in line with the Canadian Federation of Library Association's position on third-party use of publicly funded library meeting rooms and facilities.

Public libraries in Ontario are governed by the [Public Libraries Act](#) R.S.O. 1990, c. P.44, which authorizes public library boards to make rules regulating all matters connected with the management of the library and library property.

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**Office of the City Librarian**

789 Yonge St, Toronto, ON, Canada M4W 2G8  
t: 416 393 7032 | f: 416 393 7083

In 2017, TPL commenced a review of TPL's *Community and Event Space Rental Policy* (the "Rental Policy"), which included consulting members of the public and other stakeholders, examining relevant legislation and City of Toronto policies, and reviewing TPL's mission statement: *The Library preserves and promotes universal access to a broad range of human knowledge, experience, information and ideas in a welcoming and supportive environment*. TPL also engaged an external law firm to review the Rental Policy.

In December 2017, the Board approved a revised Rental Policy. The main objectives of the Rental Policy are to provide equitable access to library services and to maintain a welcoming and supportive environment free from discrimination and harassment. In updating the Rental Policy, TPL incorporated City of Toronto *Hate Activity Policy* language regarding not tolerating discrimination, contempt, and hatred into the Rental Policy. The policy statement was reinforced to articulate that:

- decisions about room bookings are based on the purpose of the room rental booking, not the individual or group making the booking, and
- appeals about decisions are made to the City Librarian who is the final decision maker on room rental booking matters.

This revised Rental Policy more clearly sets out the conditions under which TPL will allow or deny room rental applications, requiring all persons and groups using library space to abide by the law and TPL policies. The revised language in the Rental Policy explicitly states that hate activity is not permitted on TPL premises. Below is a summary of some of the changes TPL made to the Rental Policy in 2017:

- TPL revised the Purpose section of the Rental Policy to add language about TPL's objective and commitment to providing equitable access to services and maintaining a welcoming supportive environment free from discrimination and harassment.
- TPL strengthened the language in the Denial of Use sections 4.4 (a) and 5.4(a) to include language from the City's *Hate Activity Policy*.
- Under the same Denial of Use sections 4.4(a) and 5.4(a), TPL specifically references that violations of the *Criminal Code of Canada* (including hate propaganda laws) and the *Ontario Human Rights Code* are unacceptable.

In addition to revising the Rental Policy in 2017, TPL also changed room rental procedures. The new procedures provide TPL staff more information about the stated purpose behind each room rental application. This allows TPL staff to make better informed decisions about the room rental application and to ensure that room rentals comply with TPL's policies.

TPL also incorporated language similar to the Denial of Use sections 4.4 (a) and 5.4 (a) of the Rental Policy into the terms and conditions of the contract that must be signed by all individuals and groups renting TPL community and event space. In keeping with the City of Toronto's [Hate Activity Policy](#), these contracts also require individuals and groups renting TPL community and event space to confirm that they will not conduct any business or activities that are in violation of the *Community and Event Space Rental Policy*, the *Criminal Code of Canada* (including hate propaganda laws) or the *Ontario Human Rights Code*.

A welcoming and supportive environment free from discrimination and harassment is an important statement that appears in TPL's mission statement and was added to TPL's revised *Community and Event Space Rental Policy*. It means TPL welcomes diversity and supports equity and inclusion by welcoming everyone without judgement to pursue their interests at the library. TPL staff maintain a welcoming and supportive environment free of discrimination and harassment by using the guidance provided in TPL's *Human Rights and Anti-Harassment/Discrimination Policy* and the tools provided in TPL's *Rules of Conduct*.

Sincerely,

Vickery Bowles  
City Librarian

**Additional Resources:**

- [Community and Event Space Rental Policy – Revisions](#). Toronto Public Library Board. December 17, 2017.
- [Rules of Conduct Policy](#). Toronto Public Library Board. January 21, 2013.
- Toronto Public Library [Vision, Mission and Value Statements](#).
- [Human Rights and Anti-Harassment Discrimination Policy](#), Toronto Public Library Board. December 12, 2016.
- [Position on Third-Party Use of Publicly Funded Library Meetings Rooms and Facilities: An Interpretation of the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries](#). Canadian Federation of Library Associations. March 2019.

**ATTACHMENT 2: Vision Statement on Access, Equity and Diversity**

Diverse communities and groups make up the population of Toronto. The City of Toronto values the contributions made by all its people and believes that the diversity among its people has strengthened Toronto.

The City recognizes the dignity and worth of all people by equitably treating communities and employees, fairly providing services, by consulting with communities and making sure everyone can participate in decision-making.

The City recognizes the unique status and cultural diversity of the Aboriginal communities and their right to self-determination.

The City recognizes the barriers of discrimination and disadvantage faced by human rights protected groups.

To address this, the City will create an environment of equality in the government and in the community for all people regardless of their race, ancestry, place of origin, colour, ethnic origin, disability, citizenship, creed, sex, sexual orientation, gender identity, same sex partnership, age, marital status, family status, immigrant status, receipt of public assistance, political affiliation, religious affiliation, level of literacy, language and/or socio-economic status.

The City of Toronto will implement positive changes in its workforce and communities to achieve access and equality of outcomes for all residents and to create a harmonious environment free from discrimination, harassment and hate.

Adopted by Toronto City Council, April, 2003.

## Attachment 3 Declaration of Compliance with Anti- Harassment/Discrimination Legislation & City Policy

Organizations and individuals in Ontario have obligations not to engage in harassment, discrimination, and hate activity. These obligations are captured in the Ontario Human Rights Code, the Occupational Health and Safety Act, the Employment Standards Act, the Accessibility for Ontarians with Disabilities Act, the Criminal Code of Canada and the Charter of Rights and Freedoms.

The City's [Human Rights and Anti-Harassment/Discrimination Policy](#) and [Hate Activity Policy](#) incorporate these obligations not to engage in harassment, discrimination, and hate activity on all prohibited grounds set out in the Ontario Human Rights Code as well as the additional grounds of political affiliation and level of literacy as set out in section 2.3 of the [Human Rights and Anti-Harassment/Discrimination Policy](#).

These policies also require the following Declaration of Compliance with Anti-Harassment/Discrimination Legislation to be signed in order for a contract, permit or other permission to be approved or issued by the City. The name of the individual or organization and the fact that the Declaration was signed may be included in a public report to City Council.

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### **Declaration:**

**I/We uphold our obligations in accordance with the above provincial and federal legislation and legal obligations. In addition, I/we uphold our obligations under the City's [Human Rights and Anti-Harassment/Discrimination Policy](#) and [Hate Activity Policy](#) that prohibit harassment, discrimination, and hate activity.**

**The organization or individual acting on behalf of the organization affirms the necessary policies, programs, information, instruction, plans and/or other supports are in place and are consistent with our legally mandated obligations. Additionally, in order to align with City policy, I/we agree to prohibit harassment, discrimination, and hate activity on all prohibited grounds set out in the Ontario Human Rights Code as well as the additional grounds of political affiliation and level of literacy.**

**I/We have an internal process available to employees, service recipients, and facility users to prevent, address and remedy discrimination, racism, harassment, hate activity and inaccessibility complaints. I/we agree that, upon the request of the City, I/we shall provide evidence of the policies, programs, information, instruction, plans and other supports and an appropriate internal complaint resolution process required under this Declaration which is sufficient to allow the City to determine compliance with policy and legal obligations.**

**I/We acknowledge that failure to demonstrate compliance with this Declaration to the satisfaction of the operating Division, in consultation with the City Solicitor, may result in the termination of the contract and/or other consequences, such as fines, penalties, or restrictions as set out in the relevant operating Division's procedures and/or contract.**

# Declaration of Compliance with Anti-Harassment/Discrimination Legislation & City Policy

<b>Declarant Information</b> <input type="checkbox"/> Organization/Business <input type="checkbox"/> Individual (For Organization/Business representative provide business contact information)		
Organization Name (If applicable) Click here to enter text.		
Organizational Representative or Individual (First and Last Name) Click here to enter text.		
<input type="checkbox"/> Check this box if First Name and Last Name do not apply to you because you have either a registered Birth Certificate or Change of Name Certificate bearing a Single Name. Provide your name below.		
Single Name		
Street Number Click here to enter text.	Street Name Click here to enter text.	Suite/Unit Number Click here to enter text.
City/Town Click here to enter text.	Province Click here to enter text.	Postal Code Click here to enter text.
Telephone Number Click here to enter text.	Email Click here to enter text.	
Signature of Organizational Representative or Individual: x _____		Date (yyyy-mm-dd) Click here to enter text.

Multilingual Translation Services: 311 and TTY 416-338-0889. For further information, consult the Accessibility and Human Rights web page at <https://www.toronto.ca/city-government/accessibility-human-rights/>